

Frequently Asked Questions and Troubleshooting

Q1: How to join the event from a tablet or phone?

A: To join the event from a mobile device or tablet, you will need to download the mobile app. Virtual Experience is not designed for mobile and tablet screens.

Q2: I cannot bypass the event code screen, the webpage reloads, and asks for the event code again. What should I do?

A: In that case, your browser, firewall, VPN, or an adblocker prevents you from moving forward. The below troubleshooting tips must help:

- please make sure you use the latest version of one of the following browsers: Chrome, Safari, Edge, Firefox
- please disable any adblockers, firewalls and VPNs. They can be installed as browser extensions or desktop apps. Ad blockers can also be a part of your antivirus software - make sure the program has a web shield disabled.
- as an extra step, you can switch to the Incognito window and try to connect through another non-corporate network.

Q3: I tried to log in but received a "Restricted access. Please contact the organizer." error message. How can I get in?

A: The event you are trying to access is restricted by an attendee list. The error occurred because the email you have typed in is not included in the list. Please make sure that you *a)* are using the same email address you have registered with for the event; *b)* you are typing in your email address correctly. Reach out to your event organizer directly if still receive the same error message.

Q4: Every time I am trying to get into the desktop version, I am getting kicked out of the event. Why?

A: For security reasons, you can't be logged in on two separate browsers or two different machines at the same time. Please make sure to close the event link on other browsers and/or computers.

Q5: I am using Safari and have no audio when watching sessions.

A: By default, Safari blocks the auto-play for audio content. In order to change the auto-play settings on Safari, please select *Allow Auto-Play* under *Settings for this Website* in your browser as shown below:

